RELOCATION PROGRAM

Moving Made Easy

eSponsorship Application & Training (eSAT)

http://apps.mhf.dod.mil/esat

RELOCATION PROGRAM
Moving Made Easy

Concerns and Issues with Sponsorship

- General belief “program could be improved”
- Service delivery inconsistent
- Not recognized as an “awarded” unit duty

RELOCATION PROGRAM
Moving Made Easy

Effective Sponsorship Should…

- **Be available to everyone moving**
- **Be rewarded as a unit duty**
- **Help service and family members settle in to the community and unit quickly**
- **Online and easily accessible**
  - Training
  - Needs assessment
  - Communication
  - Connect to official resources
  - Feedback
  - Be easily accessible

eSponsorship Application Development

- Created based on reported issues and challenges
- Created based on survey of what a good program should be
- Developed as joint effort OSD MC&FP, Office of Communications and Outreach, Relocation Assistance Program and Military Services
- Requirement for the Relocation Assistance Program to train unit sponsors

eSponsorship Application & Training -- Objectives

- Train sponsor on roles and responsibilities
- Provide sponsors with the knowledge and resources for effective sponsorship
- Connect sponsors and newcomers electronically
- Provide sponsors access to tools needed for an outstanding job

RELOCATION PROGRAM
Moving Made Easy

Steps in eSAT

- **Training Module**
  - A training module to be completed by the sponsor
  - A downloadable Sponsorship Duties Checklist, to keep, check off and refer to often
  - A downloadable Training Certificate for unit records
- **Registration Modules – Sponsor and Newcomer**
  - Create sponsor registration
  - Create, update and track newcomer records

RELOCATION PROGRAM
Moving Made Easy

Steps in eSAT cont'd

- **Online Communications**
  - Send a custom congratulations email to newcomer about new assignment (initial contact)
  - Review and save the newcomer's needs assessment information
  - A template to write a custom welcome letter with attachments to newcomer based on needs assessment information
- **Feedback**
  - The ability to complete sponsor and newcomer feedback forms online
  - Ability to see and download reports from DIMS

RELOCATION PROGRAM
Moving Made Easy

Usage

- Average 60 sponsors trained per day
- 20% create newcomer records immediately
- About 2700 sponsors trained in first 45 days
- About 500 newcomers

RELOCATION PROGRAM
Moving Made Easy

Power Users

- Eglin AFB
- Buckley AFB
- Cannon AFB
- Seymour Johnson AFB
- Wright Patterson AFB
- Altus AFB
- Barksdale AFB
- Minot AFB
- Fort Lee
- Naval Base Kitsap

RELOCATION PROGRAM
Moving Made Easy

Marketing

- **Soft Launch March 10**
- **Message to DIMS User Group April 19 – Ready for Prime Time**
- **Materials available**
  - Flyers, Unit and Sponsor
  - Quick Start Guides, Sponsor and Newcomer
  - User's Guide
  - Coming training module for units

Training Sponsors to Assist Relocating Service Members and Their Families

First Screen Program is CAC Enabled

DoD Notice and Consent

You are accessing a U.S. Government (USG) information system (IS) that is provided for USG-authorized use only.

By using this IS, (which includes any device attached to this IS), you consent to the following conditions:

The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.

At any time, the USG may inspect and seize data stored on this IS.

Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.

This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.

Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

****

NOTICE TO USERS

Use of this system constitutes consent to security monitoring and testing.
All activity is logged with your host name and IP address.

****

○ **I do not agree.** ◉ **I have read and understood the statement and I agree to comply with all applicable regulations concerning use of the information from this web site.**

the page to save your changes. Select the "Create Transferee Record" to begin the sponsorship process. Select "List Transferees" to go directly to your management page.

Training Completed on 03/02/2010

* First Name	Linda
* Last Name	Rothleder
* Service	Air Force
Military Status	Active Duty
* Employed By DoD Agency	(•) Military ( ) DoD Civilian
* Rank/Rate/GS Grade	Captain Fill in your Rank or your GS designation.
* Installation	Andrews AFB (Joint Base Andrews-Naval Air Facility Washington)
* Unit	Air Force One
* Email Address	Linda.Rothleder@Rothlederassociate Your official .mil email address
Alt Email Address	 Personal email address
* Work Phone	301-384-5696
DSN Phone	
Fax Number	301-384-5881
Marital Status	(•) Married ( ) Single
Family Status	[x] Working Spouse [ ] Military Spouse [ ] Single Parent [ ] School-aged Children [ ] Special Needs Family Member

Create/Update Registration | Create Transferee Record | List Transferees

- MilitaryINSTALLATIONS
- Military OneSource
- Defense Travel Management Office /Per Diem CMT
- Automated Housing Referral Network
- MOVE.MIL
- TRICARE Beneficiary Web Enrollment
- Army OneSource
- U.S. Air Force Services
- Fleet and Family Support Center
- Marine Corps Community Services
- Defense Logistics Agency

Initial sponsor registration screen

Welcome Screen

PRINT FRIENDLY VIEW (PDF)

Welcome

Welcome to the eSponsorship Application

Congratulations, you have been selected by your unit to sponsor a newcomer. You will be the link to their new unit, installation and new community. This is a very important responsibility as a newcomer's perception of their newly assigned installation is largely based upon first impressions. As a sponsor, you have a direct impact on these impressions. Proactive sponsorship leads to unit cohesiveness and mission success.

Your duties as a sponsor are mandatory. This eSponsorship application has been created to:

- Train you on your roles and responsibilities
- Provide you with the knowledge and resources for effective sponsorship
- Connect you to the newcomer electronically
- Provide you access to all the tools you need to do an outstanding job

The steps in the sponsorship process that the application supports are:

- A training module to be completed by you, the sponsor
- A downloadable Sponsorship Duties Checklist, to keep, check off and refer to often
- A downloadable Training Certificate for your records
- Create, updated and track your newcomer records
- Send a custom congratulations to your new assignement email (initial contact)
- Review and save the newcomer's needs assessment information
- A template to write a custom Welcome letter with attachments to newcomer based on needs assessment information
- The ability to complete sponsor and newcomer evaluations online

The Relocation Personnel at your Family Center are always available to assist you with your sponsorship duties, so do not hesitate to ask them to provide you materials and packets of information. You can find their contact information on MilitaryINSTALLATIONS.

Continue »

» Sponsorship Duties Checklist

Useful Links

- » Plan My Move
- » MilitaryINSTALLATIONS
- » Military OneSource
- » Defense Travel Management Office /Per Diem CMT
- » Automated Housing Referral Network
- » MOVE.MIL
- » TRICARE Beneficiary Web Enrollment
- » Army OneSource
- » U.S. Air Force Services
- » Fleet and Family Support Center
- » Marine Corps Community Services
- » Defense Logistics Agency

eSponsorship Application & Training

Training Sponsors to Assist Relocating Service Members and Their Families

Sponsor Training for Linda Rothleder

New Sponsor Training

Sponsorship training has been designed to ensure you have the necessary information and training to successfully fulfill your role as a command sponsor. All of the tools you need to be a success are included in this application. Your job is to ease the transition of service members and their families to a new working and living environment.

You are not alone in the job of sponsorship. There are many resources to assist you. Once you complete this training your Family Center will be your key source of information regarding the relocation process. Seeking their assistance in gathering current information for your newcomer will make your job as sponsor much easier.

Throughout the training you will be asked some simple questions to reinforce the main points and help you practice your new skills as a sponsor. This training is mandatory for DoD military members, and available for DoD civilians sponsoring newcomers.

We estimate that it will take you between 15-30 minutes to complete this training. Once you complete the training you will be able to start the eSponsorship process. So lets get started with the training. Just answer this question:

The Family Center is a key source of relocation information.

- (•) **True**
- ( ) **False**

Continue »

First Training Page – 15 pages, 10 mins.

» Sponsorship Duties Checklist

Useful Links

» Plan My Move
» MilitaryINSTALLATIONS
» Military OneSource
» Defense Travel Management Office /Per Diem CMT
» Automated Housing Referral Network
» MOVE.MIL
» TRICARE Beneficiary Web Enrollment
» Army OneSource
» U.S. Air Force Services
» Fleet and Family Support Center
» Marine Corps Community Services
» Defense Logistics Agency

Internet

eSponsorship Application & Training

Training Sponsors to Assist Relocating Service Members and Their Families

Sponsor Training for Linda Rothleder

You are Correct! The Family Center is a key source of relocation information.

Continue »

Training Answer Screen

» Sponsorship Duties Checklist

Useful Links

» Plan My Move
» MilitaryINSTALLATIONS
» Military OneSource
» Defense Travel Management Office /Per Diem CMT
» Automated Housing Referral Network
» MOVE.MIL
» TRICARE Beneficiary Web Enrollment
» Army OneSource
» U.S. Air Force Services
» Fleet and Family Support Center
» Marine Corps Community Services
» Defense Logistics Agency

eSponsorship Application & Training

Training Sponsors to Assist Relocating Service Members and Their Families

Congratulations

You have completed the eSponsorship Training! Sponsorship is a vital component of the mobile military lifestyle. Relocating is a very stressful experience for both the servicemember and their family. Your role as a Sponsor will help smooth the way for a quick and efficient transition to the new location and the new job.

Now that you have completed the training the following Sponsorship Duties Checklist will help you successfully execute your duties as a Sponsor. Please download the PDF, keep it handy, and review it often as you work through the sponsorship process.

Download Sponsorship Duties Checklist »

As verification that you have successfully completed this training, you can print this page or download an official Certification of Completion.

Obtain Certificate of Completion »

Continue »

» Sponsorship Duties Checklist

Useful Links

» Plan My Move
» MilitaryINSTALLATIONS
» Military OneSource
» Defense Travel Management Office /Per Diem CMT
» Automated Housing Referral Network
» MOVE.MIL
» TRICARE Beneficiary Web nrollment
rmy OneSource
.S. Air Force Services
eet and Family Support Center
arine Corps Community ervices
» Defense Logistics Agency

When training is complete, this is the page with the Downloadable certificate.
This is also where a sponsorship duty checklist Is available here and on every page.

eSponsorship Application Training

This certificate verifies that

Captain Linda Rothleder

United States Air Force

successfully completed

The Department of Defense's Sponsorship Training Module

on March 02, 2010.

Downloadable Certificate For Sponsor and Unit Records

Pamela S. Cunningham

Pamela Cunningham
Program Manager, Relocation Assistance Program
Office of Communications, OSD/Military Community and Family Policy

PRINT FRIENDLY VIEW (PDF)

eSponsorship Application & Training

Training Sponsors to Assist Relocating Service Members and Their Families

Create Transferee Record

The next step in the eSponsorship process is to fill in the information you have about the transferee you are going to sponsor.

To continue in this process you must have at least the following information:

- Name
- Service
- Rank
- Email address
- Installation
- Unit
- Ordered Reporting Date
- Phone

If you do not have the required information, you must stop for now. Please contact your unit to obtain this information so that you can proceed.

Continue »

» Sponsorship Duties Checklist

Useful Links

- » Plan My Move
- » MilitaryINSTALLATIONS
- » Military OneSource
- » Defense Travel Management Office /Per Diem CMT
- » Automated Housing Referral Network
- » MOVE.MIL
- » TRICARE Beneficiary Web Enrollment
- » Army OneSource
- » U.S. Air Force Services
- » Fleet and Family Support Center
- » Marine Corps Community Services
- » Defense Logistics Agency

PRINT FRIENDLY VIEW (PDF)

Welcome » Sponsor Registration » Sponsor Training » Training Certification » Create Transferee Record » Create Transferee Record

Create Transferee Record

Please fill out the following information on the transferee you will be sponsoring. The eSponsorship application will save this information for you and use it when creating communications with transferees.

Fields marked with an asterisk * must be completed.

Don't worry if you don't have all the information requested here. The transferee will be asked to fill in the rest of the information later.

When you have completed this information, select the "Create Transferee Record" button at the bottom of the screen to continue the eSponsorship process.

* **First Name**	Linda
* **Last Name**	Rothleder
* **Service**	Navy
* **Rank/Rate/GS Grade**	Captain Fill in Rank or GS designation.
Military Status	Active Duty
* **Email Address**	lindasr816@aol.com Transferee official .mil email address
Alt Email Address	 Transferee personal email address
* **Ordered Reporting Date**	06/29/2010 MM/DD/YYYY
* **Work Phone**	301-384-5881
DSN Phone	
Home/Mobile Phone	
* **New Installation**	Naval Base Kitsap
* **Gaining Unit**	NSA

Create Transferee Record

Sponsor fills in Information that they have on the Newcomer. Newcomer will fill In Needs Assessment With their family Information.

» Sponsorship Duties Checklist

Useful Links

- » Plan My Move
- » MilitaryINSTALLATIONS
- » Military OneSource
- » Defense Travel Management Office /Per Diem CMT
- » Automated Housing Referral Network
- » MOVE.MIL
- » TRICARE Beneficiary Web Enrollment
- » Army OneSource
- » U.S. Air Force Services
- » Fleet and Family Support Center
- » Marine Corps Community Services
- » Defense Logistics Agency

eSponsorship Application & Training

Training Sponsors to Assist Relocating Service Members and Their Families

Transferee Record Created. ×

My Transferees

This page shows transferees assigned to you for sponsorship and where you are in the sponsorship process.
Just click on the paper and pencil icon to see more detail about the transferee and to take action.

Edit	Name	Rank	Service	Initial Contact	Ordered Reporting Date	Needs Assessment	eSponsorship Package	Evaluation
	Tammy Fox, Esq.	General	Army	03/02/2010	03/31/2010	03/02/2010	03/02/2010	
	Linda Rothleder	Captain	Navy		06/29/2010			
	Linda Rothleder	Captain	Air Force	03/02/2010	06/16/2010	03/02/2010	03/02/2010	
	Tammy Fox, Esq.	General	Army	03/02/2010	08/24/2010	03/02/2010	03/02/2010	

» Sponsorship Duties Checklist

Useful Links

- » Plan My Move
- » MilitaryINSTALLATIONS
- » Military OneSource
- » Defense Travel Management Office /Per Diem CMT
- » Automated Housing Referral Network
- » MOVE.MIL
- » TRICARE Beneficiary Web Enrollment
- » Army OneSource
- » U.S. Air Force Services
- » Fleet and Family Support Center
- » Marine Corps Community Services
- » Defense Logistics Agency

This is the list of Transferees screen for Sponsor.
Assumes that sponsor will have more than one Newcomer at a time.
Select tranferee from list for initial contact.

My eSponsorship Duties

Delete | Apply Changes

* First Name	Linda
* Last Name	Rothleder
* Service	Navy
* Rank/Rate/GS Grade	Captain
Military Status	Active Duty
* Email Address	lindasr816@aol.com
Personal Email Address	
* Work Phone	301-384-5881
DSN Phone	
Home/Mobile Phone	
Anticipated Arrival Date	MM/DD/YYYY
* Ordered Reporting Date	06/29/2010 MM/DD/YYYY
* New Installation	Naval Base Kitsap
* Gaining Unit	NSA

» Sponsorship Duties Checklist

Useful Links

- » Plan My Move
- » MilitaryINSTALLATIONS
- » Military OneSource
- » Defense Travel Management Office /Per Diem CMT
- » Automated Housing Referral Network
- » MOVE.MIL
- » TRICARE Beneficiary Web Enrollment
- » Army OneSource
- » U.S. Air Force Services
- » Fleet and Family Support Center
- » Marine Corps Community Services
- » Defense Logistics Agency

eSponsorship Process Manager

Step	Date	Status
Initial Contact		Action Required
Needs Assessment		Pending
Welcome Letter		Pending
Evaluation		Pending

Sponsor creates newcomer Record and selects “initial contact”

RELOCATION PROGRAM
Moving Made Easy

Initial Contact Letter (Congratulations on your new assignment)

- Generated by the application
- Is fully customizable
- Contains automatic link to needs assessment
- Needs assessment has data pre-populated from Sponsor's registration of newcomer

Initial Contact for Linda Rothleder

Before sending this initial email to your newcomer:

- Make sure the email has the correct information.
- Edit and change the content of the email, as appropriate.
- Be careful not to disturb the automatically generated embedded link to the needs assessment (click here) in the email.

When you are satisfied with the message, select "Send" at the bottom of the page. You will be CC'd on the message that was sent.

03/04/2010

Dear Captain Rothleder

Congratulations on your new assignment. Welcome to Naval Base Kitsap. My name is Captain Linda Rothleder and I would like to take this opportunity to introduce myself as your sponsor. My job is to make your transfer here as easy as possible. I am sure that you have many questions about your new job and the surrounding community. I will do my best to research and answer all of your questions.

The first order of business is to provide me with detailed information about you and your family. To do this, please click here and fill in the needs assessment/registration form. As you will see, some of the information on this form is pre-populated. If any of the pre-populated information is incorrect, please correct it. Please login within a week after receiving this email.

Once you have completed the registration/needs assessment, I will pull together a welcome letter with information to assist you and your family with your move. You will receive this information via email.

In the meantime, if you have any questions on the sponsorship process or items that are not addressed in the needs assessment please contact me at Linda.Rothleder@Rothlederassociates.com or 301-384-5696.

I look forward to hearing from you and helping with your transition to the Naval Base Kitsap community. I am sure your assignment here will provide you with many professional opportunities and wonderful memories. I am looking forward to meeting you when you arrive.

Sincerely,

Captain Linda Rothleder

Send

» Sponsorship Duties Checklist

Useful Links

» Plan My Move
» MilitaryINSTALLATIONS
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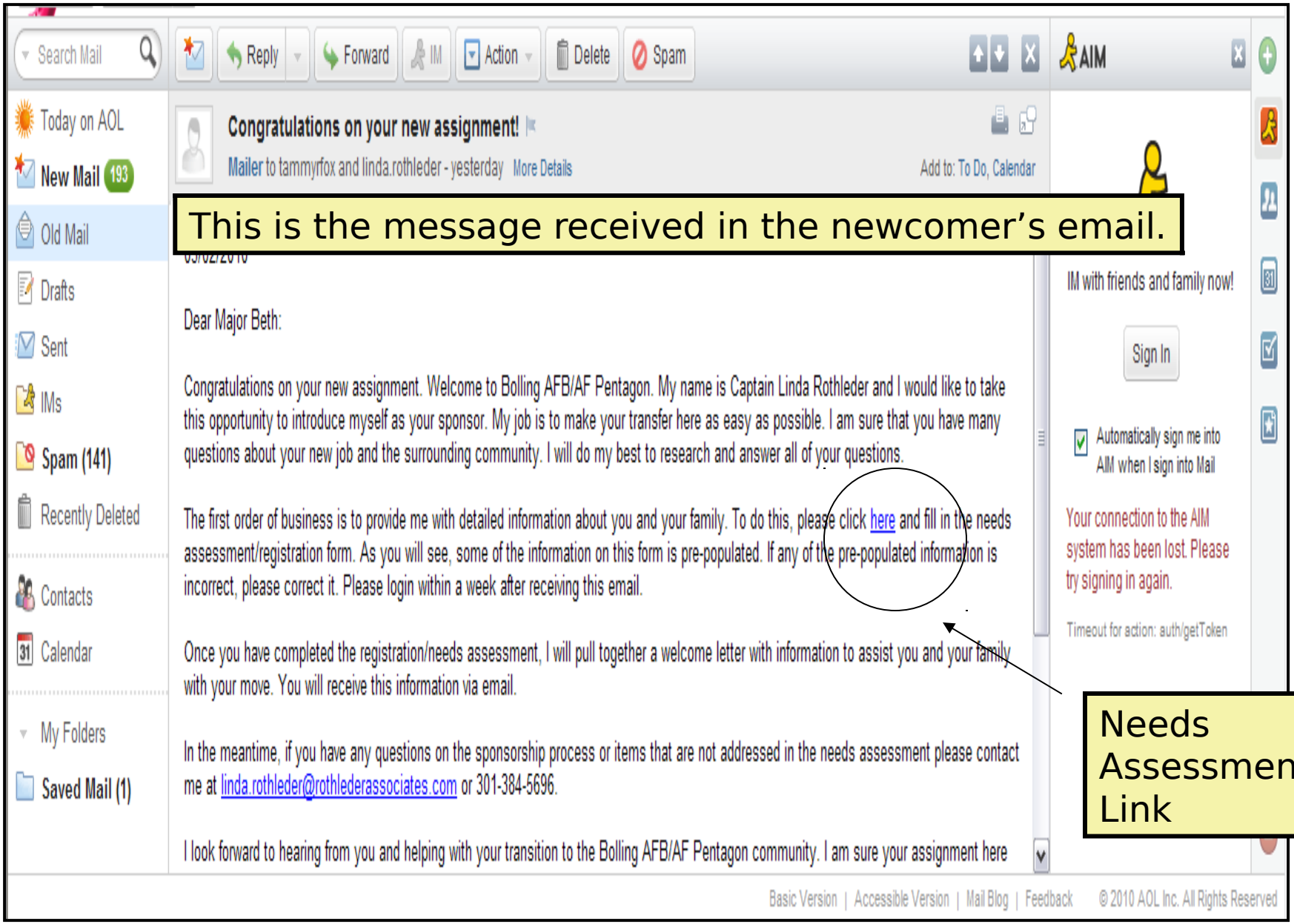
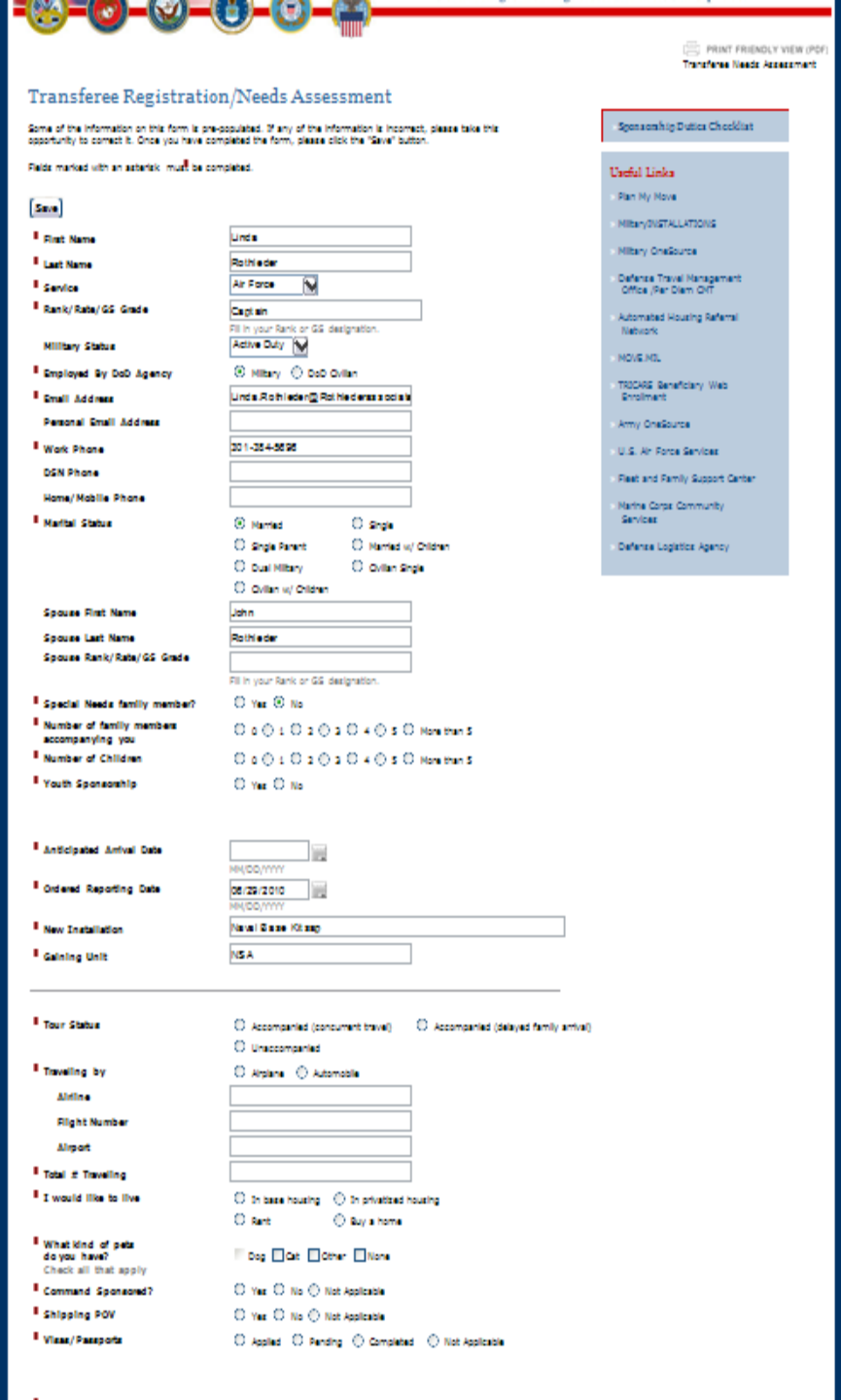
» Automated Housing Referral Network
» MOVE.MIL
» TRICARE Beneficiary Web Enrollment
» Army OneSource
» U.S. Air Force Services
» Fleet and Family Support Center
» Marine Corps Community Services
» Defense Logistics Agency

Sponsor edits this Letter before it is Sent automatically.


Search Mail
Reply
Forward
IM
Action
Delete
Spam
AIM
Today on AOL
New Mail 193
Old Mail
Drafts
Sent
IMs
Spam (141)
Recently Deleted
Contacts
Calendar
My Folders
Saved Mail (1)
Congratulations on your new assignment!
Mailer to tammyrfox and linda.rothleder - yesterday More Details
Add to: To Do, Calendar
This is the message received in the newcomer's email.
Dear Major Beth:
Congratulations on your new assignment. Welcome to Bolling AFB/AF Pentagon. My name is Captain Linda Rothleder and I would like to take this opportunity to introduce myself as your sponsor. My job is to make your transfer here as easy as possible. I am sure that you have many questions about your new job and the surrounding community. I will do my best to research and answer all of your questions.
The first order of business is to provide me with detailed information about you and your family. To do this, please click here and fill in the needs assessment/registration form. As you will see, some of the information on this form is pre-populated. If any of the pre-populated information is incorrect, please correct it. Please login within a week after receiving this email.
Once you have completed the registration/needs assessment, I will pull together a welcome letter with information to assist you and your family with your move. You will receive this information via email.
In the meantime, if you have any questions on the sponsorship process or items that are not addressed in the needs assessment please contact me at linda.rothleder@rothlederassociates.com or 301-384-5696.
I look forward to hearing from you and helping with your transition to the Bolling AFB/AF Pentagon community. I am sure your assignment here
IM with friends and family now!
Sign In
Automatically sign me into AIM when I sign into Mail
Your connection to the AIM system has been lost. Please try signing in again.
Timeout for action: auth/getToken
Needs Assessment Link
Basic Version | Accessible Version | Mail Blog | Feedback
© 2010 AOL Inc. All Rights Reserved



When Link is clicked
Needs Assessment/Registration Scree
Appear.

Very detailed
Includes question on Special Needs
Traveling arrangements
Allows for selection of items in a Checklist
Has free form box to send messages
Comes

My eSponsorship Duties

Delete | Apply Changes

» Sponsorship Duties Checklist

* First Name	Tammy
* Last Name	Fox, Esq.
* Service	Army
* Rank/Rate/GS Grade	General
Military Status	Active Duty
* Email Address	tammy.fox.ctr@mhf.dod.mil
Personal Email Address	
* Work Phone	301-305-3788
DSN Phone	
Home/Mobile Phone	
Anticipated Arrival Date	08/18/2010 MM/DD/YYYY
* Ordered Reporting Date	08/24/2010 MM/DD/YYYY
* New Installation	Bolling AFB/AF Pentagon
* Gaining Unit	JAG

Useful Links

- Plan My Move
- MilitaryINSTALLATIONS
- Military OneSource
- Defense Travel Management Office /Per Diem CMT
- Automated Housing Referral Network
- MOVE.MIL
- TRICARE Beneficiary Web Enrollment
- Army OneSource
- U.S. Air Force Services
- Fleet and Family Support Center
- Marine Corps Community Services
- Defense Logistics Agency

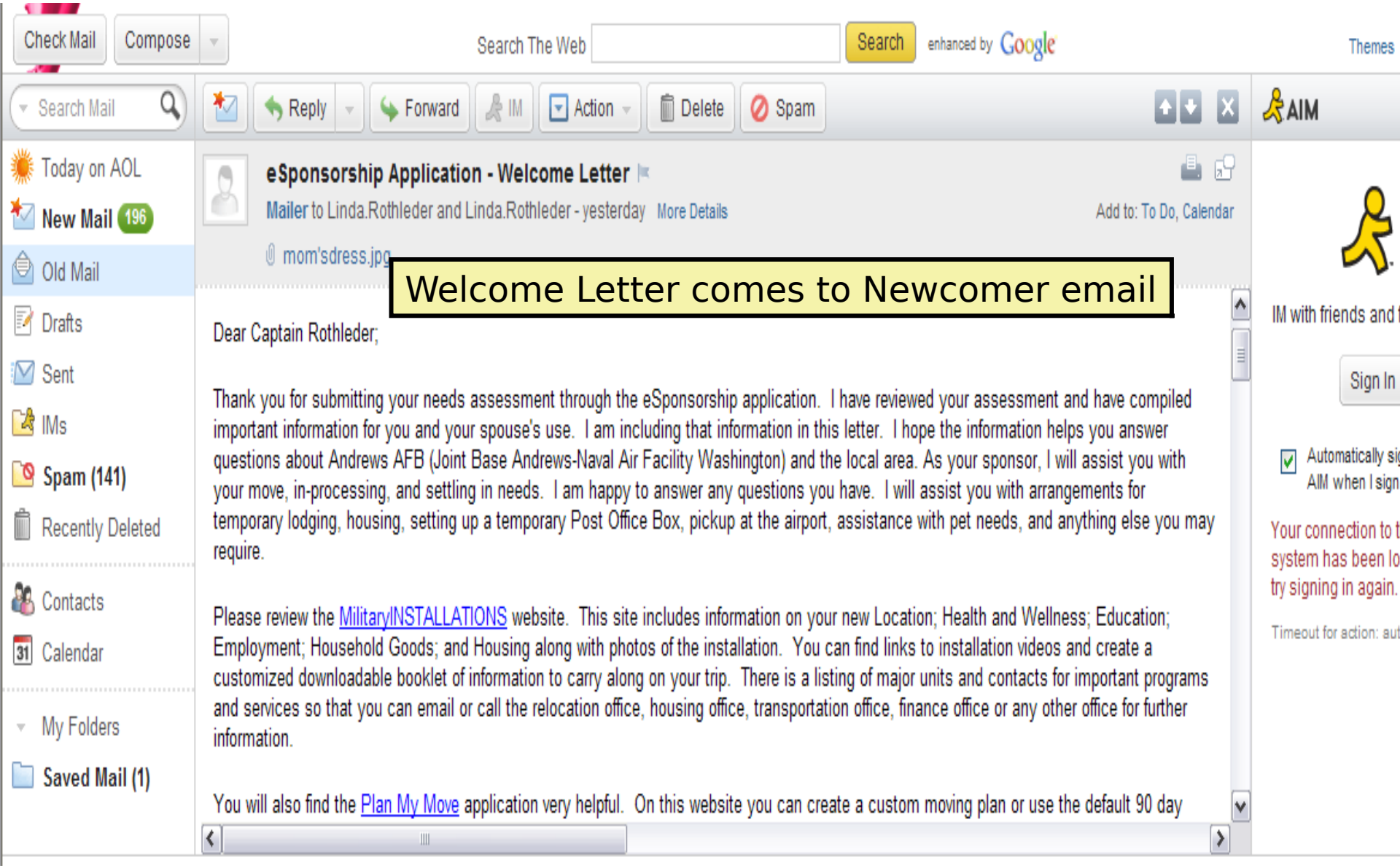
eSponsorship Process Manager

Step	Date	Status
Initial Contact	03/02/2010	Completed
Initial Contact	03/02/2010	Completed
Needs Assessment	03/02/2010	Completed by Transferee
Needs Assessment	03/02/2010	Read by Sponsor
Welcome Letter	03/02/2010	Sent
Welcome Letter	03/02/2010	Sent
Evaluation		Pending

When needs assessment is sent by Newcomer, sponsor receives email With link to eSAT

Sponsor Reviews Needs Assessment

- **System generates Welcome letter “package” for Newcomer**
  - Completely customizable
  - Can have attachments
  - Service Specific language
  - Reinforces important military resources


Check Mail
Compose
Search The Web
Search
enhanced by Google
Themes
Search Mail
Reply
Forward
IM
Action
Delete
Spam
AIM
Today on AOL
New Mail 196
Old Mail
Drafts
Sent
IMs
Spam (141)
Recently Deleted
Contacts
Calendar
My Folders
Saved Mail (1)
eSponsorship Application - Welcome Letter
Mailer to Linda.Rothleder and Linda.Rothleder - yesterday More Details
Add to: To Do, Calendar
mom'sdress.jpg
Welcome Letter comes to Newcomer email
Dear Captain Rothleder;
Thank you for submitting your needs assessment through the eSponsorship application. I have reviewed your assessment and have compiled important information for you and your spouse's use. I am including that information in this letter. I hope the information helps you answer questions about Andrews AFB (Joint Base Andrews-Naval Air Facility Washington) and the local area. As your sponsor, I will assist you with your move, in-processing, and settling in needs. I am happy to answer any questions you have. I will assist you with arrangements for temporary lodging, housing, setting up a temporary Post Office Box, pickup at the airport, assistance with pet needs, and anything else you may require.
Please review the MilitaryINSTALLATIONS website. This site includes information on your new Location; Health and Wellness; Education; Employment; Household Goods; and Housing along with photos of the installation. You can find links to installation videos and create a customized downloadable booklet of information to carry along on your trip. There is a listing of major units and contacts for important programs and services so that you can email or call the relocation office, housing office, transportation office, finance office or any other office for further information.
You will also find the Plan My Move application very helpful. On this website you can create a custom moving plan or use the default 90 day
IM with friends and
Sign In
Automatically sig
AIM when I sign
Your connection to t
system has been lo
try signing in again.
Timeout for action: aut

My eSponsorship Duties

Delete | Apply Changes

* First Name	Tammy
* Last Name	Fox, Esq.
* Service	Army
* Rank/Rate/GS Grade	General
Military Status	Active Duty
* Email Address	tammy.fox.ctr@mhf.dod.mil
Personal Email Address	
* Work Phone	301-305-3788
DSN Phone	
Home/Mobile Phone	
Anticipated Arrival Date	08/18/2010 MM/DD/YYYY
* Ordered Reporting Date	08/24/2010 MM/DD/YYYY
* New Installation	Bolling AFB/AF Pentagon
* Gaining Unit	JAG

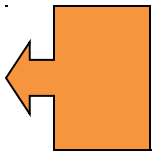
» Sponsorship Duties Checklist

Useful Links

- » Plan My Move
- » MilitaryINSTALLATIONS
- » Military OneSource
- » Defense Travel Management Office /Per Diem CMT
- » Automated Housing Referral Network
- » MOVE.MIL
- » TRICARE Beneficiary Web Enrollment
- » Army OneSource
- » U.S. Air Force Services
- » Fleet and Family Support Center
- » Marine Corps Community Services
- » Defense Logistics Agency

eSponsorship Process Manager

Step	Date	Status
Initial Contact	03/02/2010	Completed
Initial Contact	03/02/2010	Completed
Needs Assessment	03/02/2010	Completed by Transferee
Needs Assessment	03/02/2010	Read by Sponsor
Welcome Letter	03/02/2010	Sent
Welcome Letter	03/02/2010	Sent



When email is generated and Read the process manager Captures the dates and Actions.

RELOCATION PROGRAM
Moving Made Easy

Last Step -- Feedback

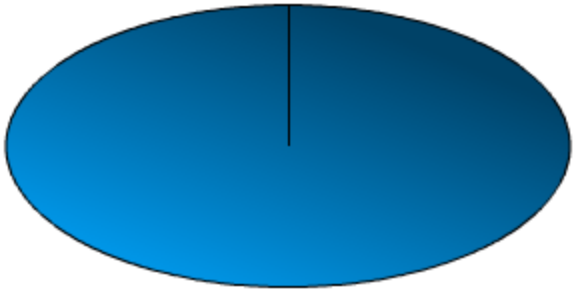
- **Email notification automatically generated three weeks after family settles in**
- **Email to both Sponsor and Newcomer**
- **Contains link to forms for sponsor and newcomer**
- **System automatically captures and generates feedback reports accessible in DIMS**

RELOCATION PROGRAM
Moving Made Easy

Feedback Reports

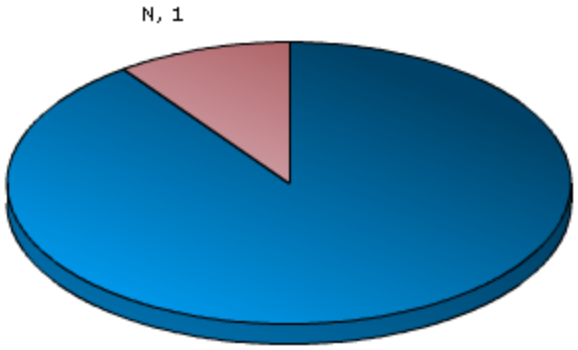
- **Newcomer**
- **Sponsor**
  - By date range
  - By installation
- **Pie Charts**
- **Customer Comments**

as your Newcomer's needs assessment helpful
you to make arrangements for them?



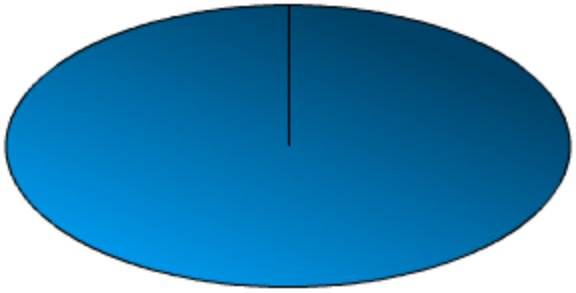
Y, 10

Did you find the training module helpful
in preparing you to be a sponsor?



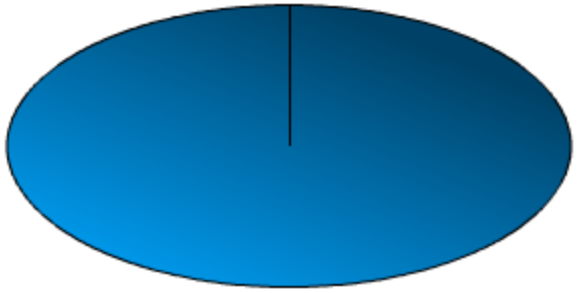
Y, 9

d you find the template correspondence useful?



Y, 10

Did you find the Sponsor Duty Checklist helpful to you
in managing the job of sponsorship?



Y, 10

mments

RELOCATION PROGRAM
Moving Made Easy

Final Thoughts

- **eSAT is not mandatory**
  - Usage dictated by Service and/or command
  - Policies vary
- **Unit Leaders can register in DIMS**
  - Need approval before DIMS account created
    - We will contact you to approve requests or
    - You can send us names of personnel that will apply
  - Robust reports available
  - Track workflow and dates
  - View sponsor and newcomer feedback

RELOCATION PROGRAM
Moving Made Easy

Problems to Ponder – How to

- Handle no pinpoint assignments
- Handle no access to CAC enabled computers
- Handle 12 hour notice out of school
- Handle identifying unit leaders for access to DIMS
- Receive notification of sponsor training completed – proactive
- Send request a sponsor to the proper person on an installation